

Q What advantage is there to being a Cat Friendly Clinic?

A Cat Friendly Clinic is an accreditation programme which helps to raise the standards of care and welfare of cats in the veterinary clinic, and to provide veterinary professionals with practical solutions to problems that they often face when dealing with their feline patients.

Being an accredited Cat Friendly Clinic shows your cat clients that you understand and care about cats by having cat friendly facilities and equipment as well as staff who recognise feline fear and anxiety and practice cat friendly interactions.

Q How do I apply to be a Cat Friendly Clinic – where is the application form?

A Application is via an online form which can be found [HERE](#).

Q What is the process of becoming a Cat Friendly Clinic?

A We recommend that you read our '[Guide to Creating a Cat Friendly Clinic](#)' and use our checklists to make sure that your clinic is application ready. These can be found [HERE](#). Once ready, start the online application process [HERE](#).

Q What are the criteria for becoming a Cat Friendly Clinic?

A Criteria are broken down into Foundation (Bronze), Silver and Gold levels. **ALL** Foundation criteria must be met to allow accreditation, additional criteria must be met to achieve Silver or Gold level accreditation. The criteria can be found [HERE](#).

Q Our main clinic is an accredited ISFM Cat Friendly Clinic – does that apply to our branch clinic as well?

A Accreditation only applies to one physical premises. Additional branches must apply for their own Cat Friendly Clinic accreditation

Q Can I apply for more than one location in one application?

A Each location must submit its own separate application form giving details of the facilities in that particular location only.

Q What do I need to prepare/provide for the application?

A We recommend that you read our '[Guide to Creating a Cat Friendly Clinic](#)' and use our checklists to make sure that your clinic is application ready. We also have an application process document which provides a step-by-step list of what you need to do as well as a list of all the photographs you will need to upload. These can all be found [HERE](#).

Q Do I have to complete the application all in one go?

A No, you can come back to your form at any time, just remember to save it before you leave!

Q Once I have started the application, is there a time limit for submission?

A There is no deadline for submission, but when forms have been inactive for 3 months or more, we will contact you to see if you still want to continue with your application.

Q.How long does it take to complete the application form?

A.This very much depends on the facilities in your clinic as the form will skip sections not relevant to you based on your answers. In general, we recommend allowing an hour to complete the form (if you have all your photos ready to upload). Find out what photos you need prior to starting your application [HERE](#).

Q.How do you assess the clinic? Do you come to the clinic for an inspection?

A.Assessment is done via the information provided in your application form and is 100% online. We do not routinely visit clinics in person as part of the application process, but we do reserve the right to undertake random visits/checks relating to accreditation.

Q.Once I have submitted the application form, how long does it take to become accredited?

A.Once submitted, your application will be assessed within 2 weeks (usually sooner). We may have queries on your application, in which case we will contact you requesting additional information – once this is provided then we can award the accreditation.

Q.How much does it cost to be a Cat Friendly Clinic?

A.There is no cost to clinics for becoming accredited or for being part of the Cat Friendly Clinic programme, but a clinic must be an ISFM Clinic Member for accreditation to be active, for which there is an annual fee.

Q.Our main branch has ISFM Clinic Membership do we have to have it as well?

A.Yes, each location must have its own ISFM Clinic Membership. If you have more than one location, you may benefit from a group membership – please contact support@icatcare.org for further information on this.

Q.How long is the accreditation valid for?

A.Accreditation is valid for 3 years as long as ISFM Clinic Membership is maintained (for which there is an annual fee). Failure to maintain an active ISFM Clinic Membership within this period will result in removal of the clinics accreditation.

Q.Do I get a certificate/badge?

A.The clinic will be issued with a Certificate showing their accreditation. This can be accessed via our member area portal.icatcare.org

Q.We are a consultation only clinic (no hospitalisation/surgery etc.) – can we still become accredited?

A.Yes! The Cat Friendly Clinic accreditation programme is designed to enable any type of clinic to become accredited.

Q. We are a mobile clinic – can we become accredited?

A. Yes! The Cat Friendly Clinic accreditation programme is designed to enable any type of clinic to become accredited.

Q. What is a 'Cat Advocate'? Is there any training required?

A. A 'Cat Advocate' is a person who champions cats in the clinic and ensures that the Cat Friendly Clinic criteria are always upheld. There is no training required, just a passion for all things feline, but you might like to learn more about being cat friendly via our online courses '[Cat Friendly Veterinary Professional](#)' and '[Cat Friendly Veterinary Receptionist](#)'.

For more information on what being a Cat Advocate involves, please click [HERE](#).

Q. Who can be a Cat Advocate? Can there be more than one Cat Advocate?

A. Anyone with a passion for cats can become the Cat Advocate and the clinic can appoint up to 3 Cat Advocates. The Cat Advocate(s) can be any member of staff, if more than one is appointed then they should ideally represent a mix of staff such as vets, nurses and receptionists.

Q. Who can I contact if I have any questions about our application?

A. Please contact us via cfc@icatcare.org with any questions that you may have.